



Northumberland County Council

CIVIL CONTINGENCIES TEAM

EMERGENCY COMMUNITY ASSISTANCE PLAN

VERSION 4.4
October 2018

For further information please contact:

Sharon Shute
Civil Contingencies Officer
Northumberland County Council
Fire & Rescue Service Headquarters
West Hartford Business Park
Cramlington, Northumberland
NE23 3JP

Tel: (01670) 621 207
Email: sharon.shute@northumberland.gov.uk
Email: eplan@northumberland.gov.uk
Web: www.northumberland.gov.uk

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GENERAL PLAN

INTRODUCTION

The Northumberland County Council (NCC) Emergency Community Assistance Plan (ECAP) has been developed in a format that takes account of advice contained in “Emergency Preparedness” Guidance (updated March 2012) the “Emergency Response and Recovery” Guidance (updated October 2013) and the Civil Contingencies Act 2004.

Within the Civil Contingencies Act an “Emergency” is defined as;

- An event or situation which threatens serious damage to human welfare.
- An event or situation which threatens serious damage to the environment
- War or terrorism which threatens serious damage to security.

The definition of “emergency” is concerned with consequences, rather than with cause or source. Therefore, an emergency inside or outside the UK is covered by the definition, provided it has consequences inside the UK.

- The ECAP details NCC and other responding organisations response by:-
 - An emergency management structure
 - Responsibilities
 - Emergency contact procedures
- NCC will operate in support of the uniformed emergency services and other agencies involved and will take appropriate action.

NCC work within the framework of the Northumbria Local Resilience Forum (LRF) which consists of organisations and agencies (Category 1 and Category 2) involved with emergency response in our communities across the Northumberland and Tyne and Wear area.

Local Resilience Forums were developed under the Civil Contingencies Act 2004 to coordinate the actions and arrangements between responding bodies in the area - to provide the most effective and efficient response to civil emergencies when they occur

NCC’s CCT maintain a Confidential Telephone Directory which is only circulated to key personnel within the authority.

AIM

The aim of this ECAP is to provide an effective framework to facilitate an integrated emergency response by NCC and its partner organisations to mitigate and alleviate the effects of an emergency which disrupts the normal provision of services or threatens the safety of the community following an emergency occurring within the County of Northumberland.

SECTION ONE - GENERAL PLAN

OBJECTIVES

In an emergency the main objectives are;

- Activation of NCC ECAP in conjunction with relevant specific contingency plans (if required)
- Provide a central point of coordination on behalf of NCC
- Receive, co-ordinate and disseminate information regarding the emergency situation to responding organisations
- Maintain normal services as fully as reasonably practical

ACTIVATION OF THE EMERGENCY COMMUNITY ASSISTANCE PLAN

Notification of an emergency may originate from any source, but it is essential that the NCC Civil Contingencies Team (CCT) is contacted as quickly as possible.

The CCT operates a 24 hour out of hours scheme.

The Duty Civil Contingencies Officer (DCCO) can be contacted at any time through Fire Control on Tel **01670 627 599** (ask for the DCCO to be contacted).

If this fails the DCCO can be contacted through the Contact Centre on **0345 600 6400** (ask for the DCCO to be contacted).

As a last resort, if the above numbers fail, the DCCO can be contacted through Police Control on **03456 043 043** or **101** (ask for NCC DCCO to be contacted).

The Plan provides for two levels of response:

- Level 1 – Emergency Response
- Level 2 – Major Incident Assistance

LEVEL 1 – Emergency Response

Definition – "Any situation whereby the NCC considers that the community requires assistance beyond the normal day to day level"

Activation of Level 1 of the Plan

The DCCO will:

- Log County Council involvement
- Contact Chief Fire Officer if necessary
- Contact Chief Executive if necessary
- Contact the Civil Contingencies Manager if available

- Contact Corporate Leadership Team (CLT) rota member if necessary
- Contact other Civil Contingency Team members for assistance if required
- Activate relevant emergency plans/arrangements as appropriate
- Arrange to alert other Groups of the County Council as appropriate
- Arrange to open the Incident Support Room at NFRS Headquarters if necessary
- Notify Portfolio Holder
- Request senior officer to attend the Incident Support Room as appropriate
- Request assistance from voluntary agencies as appropriate
- Provide effective communications between scene of incident, the Incident Support Room and other administrative centres involved
- Arrange for additional personnel to provide 24 hour operation of the Incident Support Room if appropriate
- Brief Chief Executive/Directors/Heads of Service/Elected Members in preparation for media conferences if appropriate
- Provide liaison with public utilities if appropriate
- Provide access to emergency resource information
- Provide information for corporate report to the County Emergency Committee

LEVEL 2 – Major Incident Assistance

Definition – "Any situation arising with little or no warning, causing or threatening death, injury or serious disruption to normal life or contamination of the environment, on a scale in excess of that which can be dealt with by the uniformed emergency services and which may require local authority assistance."

Major Incident Activation Sequence

The following activation sequence has been agreed between the Police, the Fire Service and the NCC for requesting local authority assistance, to ensure that the NCC is kept informed of a potential major incident, avoiding unnecessary early commitment of personnel and resources. The sequence may also be used independently of the uniformed emergency services.

Following a request to 'stand by' the severity of the incident will either escalate to the point where we will be requested to 'implement' the planned response, or the situation will be improved to the point where we will be instructed to 'stand down'.

STANDBY: would be used as an early warning of a hazardous situation to indicate that local authority support may be required. Details of the incident will be given to the DCCO by the uniformed emergency service. The DCCO will alert the relevant emergency contacts of NCC. Following this first contact and having assessed the situation NCC may wish to check on the availability of officers and resources pending actual mobilisation. Should the incident escalate to a point where specific local authority support is required; the DCCO will be notified by the uniformed emergency service to:-

IMPLEMENT: and follow the alerting procedures in the Plan. However, should the incident not develop beyond the capacity of the emergency services, the DCCO will be notified by the uniformed emergency service to:-

STAND DOWN: this phase would also signify the conclusion of the emergency action following full implementation and/or handover of recovery operations by the uniformed emergency service to the NCC. The DCCO will then contact those contacted in the Stand-by phase to Stand Down.

NB: The Major Incident Activation Sequence may not necessarily run to the order above i.e. 'Major Incident Standby' may be bypassed.

Activation of Level 2 of the Plan:

On the request of the Police, after the Senior Police Officer present at the scene has declared a 'Major Incident Standby' or 'Major Incident Implement':

The DCCO will:-

- All actions as in Level 1 and state that 'Level 2' of the ECAP – 'Major Incident Assistance' has been requested
- Update Chief Fire Officer, Chief Executive and CLT rota member to advise of situation
- Civil Contingencies Manager the Chief Executive and/or the Chief Fire Officer and/or CLT Member to attend a Strategic Coordination Group (SCG) if activated
- Arrange for any other possible assistance requested by uniformed emergency services

ACTION BY NORTHUMBERLAND COUNTY COUNCIL CHIEF EXECUTIVE

The Chief Executive (or a nominated CLT rota member) may take control of the County Council response to an emergency.

The Chief Executive (or a nominated CLT rota member) will have overall responsibility for:

- Representing the NCC at Strategic (SCG/Gold) Command established by Northumbria Police
- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford, if required
- Authorisation of expenditure
- Production of official post-incident report on the NCC operational response and expenditure

ACTION BY THE CORPORATE LEADERSHIP TEAM

Some or all of the following tasks may be delegated (by the Chief Executive) to, or undertaken by, nominated Corporate Leadership Team (CLT) members;

- Notifying appropriate Elected Members
- Convening meeting with Senior NCC Officers to determine immediate strategy
- Liaison with Local Resilience Forum (LRF) SCG as necessary
- Liaison with Communications Team regarding media arrangements
- Arranging for recording of personal decisions, requests for assistance, and actions taken
- Briefing Elected Members
- Monitoring effectiveness of response and maintain personal log
- Convening de-briefing meeting to review Council's response
- Submitting report to County Emergency Committee

- Ensuring rapid return to normal services

NORTHUMBERLAND COUNTY COUNCIL EMERGENCY COMMITTEE

The structure of this committee is made up of eight Councillors.

In an emergency the Emergency Committee must be informed of the situation, one of the members may attend the Civil Contingencies Office or the Incident Support Room at West Hartford to monitor progress. Regular briefs by the Civil Contingencies Manager, Chief Fire Officer, Chief Executive or NCC Senior Officers will be made to the Emergency Committee for their information which will provide the opportunity for them to ask questions and make any decisions required.

MEMBERSHIP AND TERMS OF REFERENCE

Functions:

To function under emergency legislation and to deal with such matters concerning the Council's civil contingencies functions as may be referred to them by the Council.

To reconvene when called upon either before, during or after an incident or emergency whereby the County Council may be required to respond beyond its normal day to day capabilities.

INCIDENT SUPPORT (and Stdby) INCIDENT SUPPORT ROOM(s)

Incident Support Room

The Incident Support Room (ISR)(Lindisfarne room) is situated within the Northumberland Fire and Rescue Service (NFRS) Headquarters site at West Hartford, Cramlington.

The ISR will be activated on the implementation of an response to monitor and coordinate incidents ranging from local emergencies to major incidents. Activation may be on a 24/7 basis for the duration of the incident.

The ISR is also designated to be used as Tactical (Silver) or Strategic (Gold) Command for a Northumberland wide incident.

NFRS and CCT personnel are trained in the establishment and management of the ISR. Manuals covering its establishment and operation are maintained together with copies of emergency plans, confidential telephone directory and procedures.

The ISR can be accessed 24/7, staff from NFRS and the CCT have building passes and skeleton keys.

Facilities within the Incident Support Room(s) include:

- Moveable desks and chairs
- 2 x cupboards with relevant plans, maps and stationary
- Dedicated NCC computer network

- “Dirty network” computer connections for external users
- BT Broadband Homehub
- Dedicated Police protected computer connection system
- Dedicated telephone units and points
- Video conferencing facilities
- 2 x large screen televisions
- Smart board
- Projector
- Pre-programmed Met Office Hazard Manager and Environment Agency river level websites
- 3 x magnetic whiteboards
- Allocated break out rooms
- Facility to activate canteen facilities (if required)
- Water machine
- Room divider facility
- Air cooling and adjustable light setting

Functions of the Incident Support Room include:

- Facilitation and implementation of co-ordination of NCC and the NFRS initial response and recovery operations.
- Facilitation and implementation and co-ordinate NCC, the emergency services and other requested agencies initial response and recovery operations if a multi-agency Silver is required.

Specific actions will include:

- Determine priorities
- Monitor and allocate resources
- Provide emergency communications facilities
- Receive, collate, and analyse information
- Provide regular situation reports to multi-agency Gold (if multi-agency Gold activated)
- Brief and advise the Chief Executive, Chief Fire Officer, NFRS Principal Officers, Senior NCC Officers, Elected Members and other organisations as required
- Liaise with/request support from other local authorities, the military, voluntary organisations, the utilities etc, as appropriate
- Maintain a record of events and expenditure

In the event of the ISR being utilised for Tactical (Silver) or Strategic (Gold) Command examples of possible agendas are provided in Appendix 1a & 1b (Tactical (Silver) Command) and Appendix 2a & 2b (Strategic (Gold) Command). These are for guidance only and can be adapted to suit specific incidents as necessary.

Standby Incident Support Rooms (Pegswood, Hexham and Alnwick Fire Station)

The Standby Incident Support Rooms (STBY ISR’s) are situated within the NFRS site at Pegswood, Hexham and Alnwick. The STBY ISR’s will be activated on the implementation of an emergency response to monitor and coordinate incidents ranging from local emergencies to major incidents if the main ISR at West Hartford is unavailable.

EMERGENCY EXPENDITURE

Financial Management

To ensure effective financial management the DCCO will consider contacting a Finance Officer from NCC and request their attendance at the Incident Support Room, West Hartford. The Finance Officer in attendance will ensure a cost code is allocated to the emergency as soon as possible and make sure all financial costs are correctly assigned.

Bellwin Scheme – Emergency Finance Assistance Scheme

Under s138 of the Local Government Act 1972 local authorities are empowered when an emergency involving, “destruction of, or damage to, life or property occurs, is apprehended or is imminent”, to incur whatever expenditure they consider necessary. These powers, which can be used in the event of any major accident or natural disaster, include the power to make grants or loans to other persons or bodies, subject to conditions determined by the Council.

This legislation is modified by s155 of the Local Government and Housing Act 1989, which extends these powers to incur expenditure on contingency planning for such events.

The Emergency Finance Assistance Scheme exists to provide special financial assistance to authorities who would otherwise be faced with an undue burden as a result of providing relief and carrying out immediate work resulting from large scale emergencies.

The Emergency Finance Assistance Scheme is discretionary; local authorities have a general duty to deal with emergencies and there is no automatic entitlement to special assistance.

Incidents for which assistance is sought must involve conditions that are clearly exceptional by local standards. Applicants must clearly demonstrate that undue financial burdens would otherwise fall on the local authority.

Central Government must be advised of the authority’s intention to apply for Emergency Financial Assistance as soon as possible after the emergency incident has occurred (within one month of the incident). In exceptional cases Ministers may consider that the nature and scale of the emergency warrant announcing the activation of the scheme shortly after the incident.

It is essential to maintain accurate records of all related financial transactions, for eventual collation. The establishment of a specific expenditure code for emergency use by all units should be set up at the appropriate time.

NEEDS OF A DIVERSE COMMUNITY

The Equality Act 2010

The Equality Act (updated October 2015) protects individuals from unfair treatment and promotes a fair and more equal society. It protects individuals from various forms of discrimination relating to disability, and also discrimination and harassment:

The equality duty covers the following Personal Protected Characteristics:-

- Age
- Disability
- Gender (male/female)
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sexual orientation

Due regard must be given to the need to:-

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share protected characteristics and those who do not
- Foster good relations between people who share a protected characteristic and those who do not
- Removing or minimising disadvantages suffered by people due to their protected characteristics
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people
- Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low

MUTUAL AID ARRANGEMENTS

Regulation 4 of the Civil Contingencies Act (CCA) provides that Category 1 responders must cooperate with each other.

Guidance to the CCA recognises that the emergency planning process may identify some areas where existing capabilities to deal with an emergency are insufficient, and presumes Category 1 responders will use mutual aid arrangements as a means of addressing this.

To align arrangements the Local Authorities (LAs) in the Northumbria Local Resilience Forum have entered into a mutual aid protocol. This protocol is not a legally binding contract; but rather a statement of intent.

Each of the LAs will endeavour to provide assistance in the form of provision of personnel and/or equipment, following, or in anticipation of, an emergency or business continuity disruption affecting the area of another of the LAs which is party to the protocol, in accordance with the following guidelines;

- A formal request for aid shall only be made by the Chief Executive or other authorised Person acting on behalf of that Officer of the affected LA, to the Executive Director or other authorised person acting for the LA providing assistance
- A Director or other authorised person who receives a request for assistance shall take the appropriate action to respond to the request without delay
- The responsibility for coordinating aid, supervisory control and the financial arrangements rest with the affected LA
- An affected LA agrees to reimburse the assisting LA on a cost recovery basis upon termination of the aid
- The assisting LA will undertake to provide assistance in the form of suitably trained staff and/or equipment, so far as is reasonably practicable
- Each LA will, for the duration of their participation maintains suitable insurance arrangements arising from the deployment of resources outside its area. The affected LA will not hold liable an assisting LA unless loss injury or damage arises from negligence of the assisting LA or any of its employees
- All parties to this Protocol shall endeavour to amicably resolve any dispute through discussion and negotiation

RECOVERY AND RESTORATION

Recovery may be defined as the process of restoring normality and/or rebuilding any affected community in the aftermath of an emergency or major incident. This applies equally to both the environment and the social fabric.

The recovery phase takes place when the emergency services have left the scene and the incident has been 'handed over' to NCC by the Police. The timing of this decision will be dependent on the severity of the on-going incident and may occur within hours, days or weeks.

The Strategic Co-ordinating Group (SCG) has overall responsibility for the multi-agency management of the emergency response and they will continue to direct planning and operations beyond the immediate response in order to facilitate the recovery process.

As the emphasis moves from response to recovery, NCC will take the lead in facilitating the rehabilitation of the community and the restoration of the environment. NCC will work with partners to:

- Meet the longer-term welfare needs of survivors and the community
- Facilitate the remediation and reoccupation of sites or areas affected by an emergency.
- Recovery Working Group

NCC's response in the recovery process will be lead through the Recovery Working Group (to be established as soon as possible within the response phase) consisting of the key agencies involved and will consider;

The social impacts of the incident

- Education
- Disruption to utilities/essential services
- Welfare etc

Health impacts including fatalities and suffering

- Physical
- Psychological

Economic impacts

- Businesses
- Infrastructure
- Individuals needs

Environmental impacts

- Memorials and anniversaries
- Introduce books of record of condolence
- Establish condolence website
- The impact of anniversaries

For more information on NCC's CCT Recovery and Restoration Guidance please follow link [Restoration and Recovery](#)

COMMAND AND CONTROL STRUCTURES

Within Northumbria LRF the nationally recognised three-tier command structure for gaining control of an incident has been adopted. This structure is known as 'Operational, Tactical and Strategic' levels of command. The purpose of the Command and Control structure is to ensure there is a hierarchical framework for the command and control of an incident.

Operational Level of Command

The Operational (Bronze) level of command is responsible for specific operational tasks, usually at the scene. This includes for instance the Rendezvous Point (RVP), Forward Control Point (FCP), Cordons, and Casualty Clearing etc.

Tactical Level of Command

Tactical (Silver) Command is responsible for controlling actions at the scene, determining priority of resource allocation, making tactical decisions and for implementing the strategy as determined by Strategic (Gold) Command. Tactical commanders should not become involved with activities at the scene but should maintain an overview of the whole incident.

Strategic Level of Command

Strategic (Gold) Command is responsible for determining the overall policy and strategy for the incident whilst maintaining normal services at an appropriate level. Additionally, they will identify the longer term implications and determine plans for the return to normality once the incident is brought under control. Strategic Command is established away from the incident site.

Strategic Coordinating Group

Whilst the requirement for strategic management of an incident may be confined to one particular agency, some incidents will require a multi-agency response at the strategic level ensuring all relevant agencies are involved the strategic response. In such incidents, a SCG should be set up to formulate policy between the emergency services and other organisations directly involved in the incident. However, tactical decisions are not the responsibility of the SCG.

JESIP

JESIP was set up in September 2012 at the request of the Home Secretary following a number of public enquiries which said better joint working would enhance the collective ability to save lives and reduce harm.

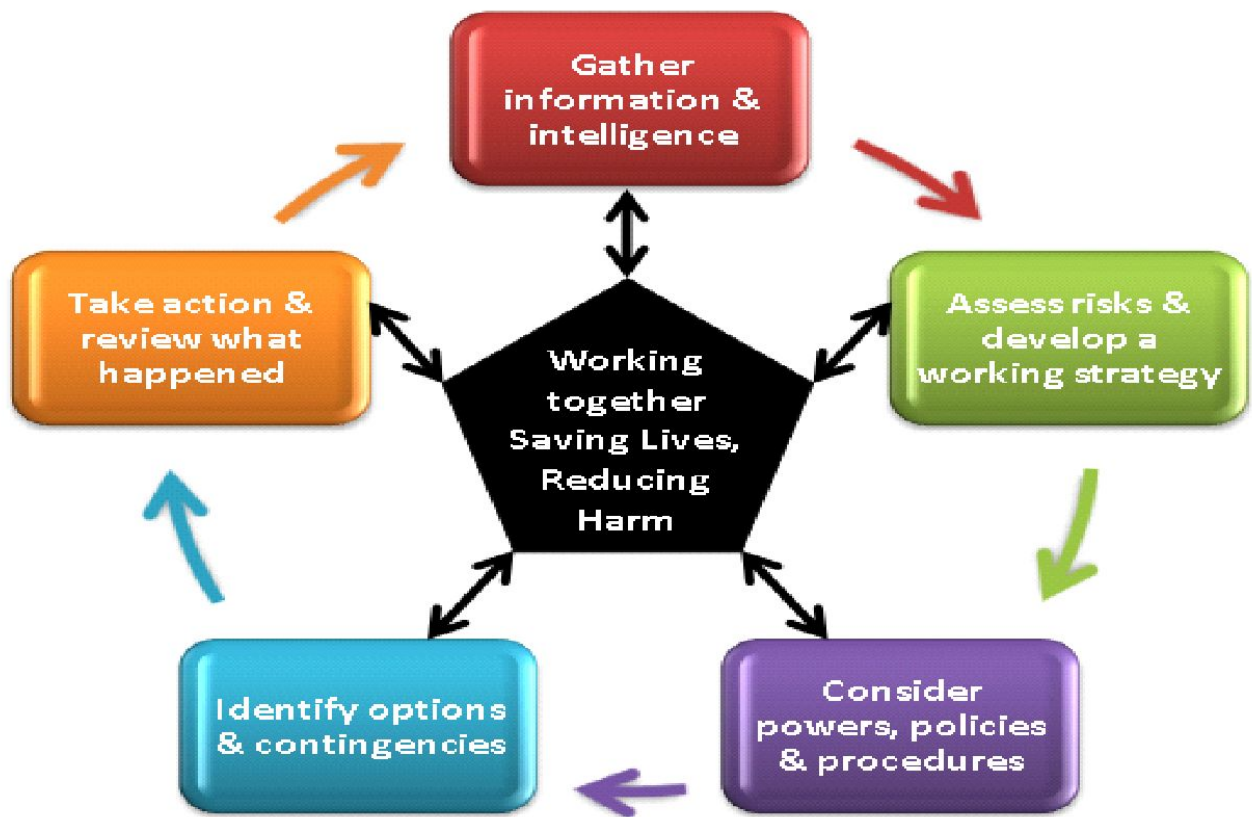
Aim - To ensure that the blue light services are trained and exercised to work together as effectively as possible at all levels of command in response to major or complex incidents so that as many lives as possible can be saved

Purpose – When the emergency services and partner organisations respond to major incidents, each organisation brings their own expertise to that situation. JESIP aims to improve how responding organisations work together at the incident scene by enhancing their understanding of each other's expertise and ways of working.

Joint Decision Making Model

The use of the Joint Decision Model which includes the approach to establishing shared situational awareness and undertaking a joint assessment of risk will enable efficient and effective joint working amongst responders and help determine their priorities for action.

Joint decisions must be made with reference to the primary aim of any emergency response: to save lives and reduce harm.



OTHER PLANS/ARRANGEMENTS

This plan provides a generic framework for the response to all emergencies. However, some contingency plans/arrangements are required to deal with specific threats, these include:

- Emergency Community Assistance Plan Confidential Telephone Directory
- Northumberland Flood Action Plan
- Campact Ltd External Emergency Plan (COMAH)
- Radiation Emergency Response Plan
- Northern Gas Networks Emergency Pipeline Plan Northumberland Sector
- Sabic UK Emergency Pipeline Plan Northumberland Sector
- NCC Contingency Plan for Coastal and River Pollution Incidents
- Northumbria LRF Generic Reservoir Flooding Off-site Plan
- UK Threat Level Response Plan
- Rest Centre Guidance
- Fuel Disruption Strategy
- Industrial Action Plan
- Humanitarian Assistance Guidance
- Mass Fatalities - Emergency Mortuary Plan
- Corporate Business Continuity Plan
- Recovery and Restoration Plan
- Northumberland Severe Weather Plan

SECTION TWO - CATEGORY ONE RESPONDERS

This section of the plan is a description of the services key Category One Organisation can provide in an emergency

NORTHUMBERLAND COUNTY COUNCIL

CORPORATE LEADERSHIP TEAM (CLT)

The CLT current membership is as follows:-

Chief Executive (Head of Paid Services)	Daljit Lally
Executive Director - Human Resources/Organisational Development & Deputy Chief Executive	Kelly Angus
Executive Director - Finance & Deputy Chief Executive	Barry Scar
Executive Director - Adult Social Care & Strategic Health Commissioning	Vanessa Bainbridge
Executive Director - Children's Services	Cath McEvoy
Interim Executive Director - Place	Paul Johnston
Services Director - Local Services and Housing Delivery	Paul Jones
Chief Fire Officer	Paul Hedley
Director of Public Health	Liz Morgan
Director of International Projects & Systems Transformation	Allison
Joynson	
Service Director - Strategic Commissioning & Finance	Neil Bradley
Service Director - Education Skills	Dean Jackson
Service Director - Children's Social Care	Graham Reiter
Service Director - Finance	Alison Elsdon
Service Director - Partnership & Devolution	Geoff Paul

NB: Some members of the Corporate Leadership Team (CLT) operate a 24/7 Rota Scheme and can be contacted at any time through the Civil Contingencies Team or Fire Control in response to any emergency incidents affecting Northumberland.

CLT provides strategic direction and advice on the development of new policies, corporate priorities, council strategies and service delivery issues. CLT provides support and advice to the Leader of the Council, the Policy Board and other elected members on the authority's functions and services.

CLT approves all reports for Council and receives other corporate and strategic reports and information updates from across service areas. CLT meets as a group with all Heads of Service at monthly joint meetings to provide updates in terms of current corporate and strategic priorities and to share best

FINANCE DIRECTORATE

Finance

Strategic Financial Management
Information Services
Business Support
Procurement
Internal Audit
IT Support
Financial management
Revenue and Benefits
Customer Services
Transactional Services

Services Provided in an Emergency:-

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- IT support
- Financial Management

Fire and Rescue Service

Services Provided in an Emergency:-

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- The Senior Fire & Rescue Service Officer present at the scene has sole charge and control of operations.
- On arrival at the scene of the incident an assessment will be made of the situation and any additional reinforcements or special services needed - including the Incident Support Unit (ISU) - will be requested.
- Take charge of firefighting and rescue operations.
- Establish Forward Control Point(s)
- Take action in respect of toxic, noxious substances release or the likelihood of explosion
- Advise the Police on effects and actions to be taken to safeguard workers and the general public
- Provide access to CHEMET and CHEMDATA
- Take appropriate measures to prevent or lessen loss of life, injury, damage to property
- Provide specialist equipment
- Arrange for Local Authority and other organisations support, as required
- Implement detection and monitoring procedures where radioactive substances are suspected or known to be involved
- Liaise with other emergency services
- Liaise with Fire Brigade Chaplain if required

- Support the recovery and restoration activities post incident e.g. pumping out properties / make safe dangerous structures

National Fire Resilience Capabilities

Services Provided in an Emergency:-

- Chemical, Biological, Radiological, Nuclear Capability – including mass decontamination capability, and detection, identification and Monitoring equipment
- Urban Search and Rescue Capability – specialist equipment and personnel to deal with incidents such as collapsed buildings and structures, or heavy transport incidents
- Fire and Rescue Search Dog Capability – assurance process for operational preparedness; training, grading and maintenance of skills
- High Volume Pump Capability – specialist pumps to deal with extreme levels of water, natural or deliberate flooding and for specialist fighting duties
- Fire Command and Control Capability – the ability to provide support and advice to the National Strategic Advisory Team member and/or Chief Fire and Rescue Adviser Duty Officer at national level incidents, major incidents or as required

Civil Contingencies Team

Services Provided in an Emergency:-

Activation of Level 1 of the Plan:

- Arrange to open and attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if necessary)
- Ensure County Council involvement is logged
- Advise Chief Fire Officer of the situation
- Contact the Chief Executive and/or Deputy Chief Executive(s) if necessary
- Advise the Civil Contingencies Manager if available
- Activate relevant emergency plans/arrangements as appropriate
- Alert other NCC staff as appropriate
- If requested, attend and possibly chair multi-agency (or silver) group
- Arrange for any other possible assistance requested by uniformed emergency services

Activation of Level 2 of the Plan:

All actions as in Level 1 above, plus:-

- Civil Contingencies Manager, or relevant senior officer to attend SCG if activated
- Provide Liaison Officer at Incident Control if required

Property

Capital housing
Design
Capital delivery
Statutory and planned maintenance
Facilities management
Strategic estates

Services provided in an Emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Provide relevant Officer(s) to staff to receive requests for and liaise with, external building contractors required to undertake emergency repairs to NCC premises
- Liaise with external building contractors for the clearance and removal of debris, inspection and repair of damaged NCC premises

PLACE DIRECTORATE

Neighbourhood Services

Refuse & recycling collections
Street cleaning
Grounds maintenance
Cemeteries and crematoria
Markets
Winter maintenance (Support)
Waste policy
Waste contracts
Education and awareness
Commercial development
Pollution control and landfill aftercare
Hazardous waste collection
Abandoned vehicles
Household waste recovery
Centres and permit schemes
Public rights of way
Corporate Programme and External Funding
Access land
Country parks
Urban parks
Playing fields
Green spaces
Trees and woodland
Beaches and coastal management

Fleet maintenance
Fleet replacement
Fleet compliance
Fuel management
Transport services
Lease cars
Security and postal courier

Services provided in an Emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Provide plant, equipment, transport and personnel to support NCC and responding agencies
- Lead on clear-up of coastal and river oil-pollution
- Co-ordinating labour, plant and transport to aid recovery operations
- Clearance and removal of debris
- Emergency measures against flooding; sandbag supplies, road signage etc

Technical Services

Highways and bridge inspection
Management and maintenance of roads
Street lighting
Winter maintenance and severe weather emergency response
Traffic management
Sign manufacture
Highways development programme
Road safety Training
Transport operations for schools and supported bus services
Network management, parking enforcement and management of works on the highways
Design and project management
Design of road maintenance
Safety scheme design

Services provided in an Emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Civil Enforcement Officers are available to provide support to Neighbourhood Services Teams with on-site response
- Network Management Team are available to provide advice on highways accessibility issues (suitable diversion routes etc)
- Assisting with transportation of school children and other evacuees, using regular contractors
- Provide specialised winter services equipment
- Provision of radio communications and liaison with civil engineering contractors

- Assist with setting up and signing of route diversions as necessary under the direction of the emergency services
- Provision of emergency lighting
- Inspection and repair of highways, bridges and sewers
- Rectify faults on street lighting

Public Protection

Commercial Team

Food hygiene & food standards

Food complaints

Infectious disease cases including food poisoning outbreaks

Services provided in an by in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Response / investigation to infectious disease notification drinking water quality investigation & response

Community and Environmental Health

Noise control

Pollution control

Anti-social behaviour

Regulate housing standards in the private rented sector and regulate licensable HMOs

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)

Environment Protection

Provide expert technical advice

Regulate permitted industrial premises

Operate air quality monitors

Services provided in an by in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Offer advice/technical information to help protect key elements of our environment important for human health (contaminated land, air quality strategy, noise & nuisance investigation)
- Response to mine gas / stythe incidents / low pressure warnings

- Response to safety issues at IPPC Permitted industrial processes

Environmental Enforcement and Animal Welfare

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Provide front line enviro crime enforcement

Trading Standards & Animal Health

Under age sales

Weights and measures

Consumer safety (fireworks, toy and electrical safety)

Scams (rogue traders)

Consumer advice

Farm to fork regime (regulatory impact)

Farm animal cruelty

Animal Feed

Animal disease prevention

Farm to fork regime (regulatory impact)

Farm animal cruelty

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Ensure correct livestock movement
- Rabies nominated Officer

Licensing

Licensing of taxi drivers and vehicles

Private hire operators

Licensing of pubs and clubs

Large events

Scrap metal dealers (control)

Street traders

Tattooists

Gambling (including slot machines)

Sex establishments and sex shops

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)

Building Control

Review plans for building control

Housing developments, overseeing standards of materials and workmanship and compliance with plans

Charge for street naming and numbering

Land charges team

Dangerous structures (which sometimes leads to working with Highways to close roads)

Services provided in an by in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Provide advice and guidance in respect of dangerous structures

Pest Control

Control of wasps in the summer / rats and mice in winter

Contracts with HfN, social landlords, care homes and hotels, many other businesses

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)

Housing

Estate management

Gypsy, roma traveller service

Homefinder services

Welfare and advice service

Homelessness and housing

Empty homes back in use

Asylum seekers and refugees service

Responsive repairs and maintenance

Emergency out of hours call out service

Gas servicing and repairs

Property survey

Solid fuel servicing and repairs

Services provided in an emergency:-

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)

- Identifying/ liaison with schools and other premises for use as Emergency Rest Centres following evacuation or temporary homelessness

Planning

Major Development & Delivery
 Development Management
 Highways Development Management
 Planning Enforcement
 Spatial Policy & Delivery
 Natural Resources (Minerals, Waste and Renewable Energy)
 AONB Partnership and Natural Environment
 Built Conservation & Archaeology
 Ecology
 Economic and Inclusion
 Public Transport
 Community Transport
 Concessionary Travel
 Economic Policy Analysis
 Social Enterprise

Services provided in an emergency:-

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)

Health and Safety

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Liaison with the Health and Safety Executive
- Offer Health and Safety advice and guidance

HUMAN RESOURCES AND ORGANISATIONAL DEVELOPMENT DIRECTORATE

Human Resources
 Organisational Development
 Culture
 Tourism & Leisure
 Legal Services
 Occupational Health
 Communications
 Registrar and Coroners
 Legal Services
 Democratic Services

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Update NCC internet and intranet on a regular basis with weather information
- Prepare (in conjunction with other agencies involved) press releases if required
- Convene Emergency Committee
- Prepare a brief for Emergency Committee if required
- Legal Support
- Contact the Coroner if required

ADULT SOCIAL CARE & STRATEGIC HEALTH COMMISSIONING DIRECTORATE

Adult Social Care

Rapid response service

Palliative care

Specialist nursing services

Podiatry

Community Rehabilitation Service

Hospital based occupational therapy

Sexual health services

Health improvement services

Adult placement service

Alarm call systems and tele-care

Specialised residential care

Day care for people with a learning disability

Direct payments

Employment / training

Equipment to help with disability or illness

Homecare (STSS)

Short break care (respite)

Supporting people services

Support for vulnerable adults in their own homes

Contract & Commissioning

Safeguarding

Policy Development

Diversity Lead

Protection of vulnerable adults (safeguarding)

Services provided in an emergency:-

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Community health and social care support would be offered to those displaced during or otherwise affected by an emergency

Public Health

Commissioning responsibilities in relation to mandatory services including the Pharmacy needs Assessment, discretionary services and locally led health initiatives

Health Protection

Public health support to the Clinical Commissioning Group

Advice, monitoring and assurance on public health services commissioned for Northumberland residents by the NHS Commissioning Board and Public Health England

Public health data analysis

Workforce Health

Services provided in an emergency:-

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- The Director of Public Health can chair a Scientific and Technical Advisory Cell (STAC) if required

CHILDREN'S SERVICES DIRECTORATE

Education and Skills

School Improvement Service (Primary, Secondary and SEND)

Vulnerable Groups

School Organisation

Partnership and Resources

Safeguarding (Children) in schools

Alternative Education and Education other than at School

Services provided in an emergency:-

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)

Children's Social Care

Looked After Children's Services

Safeguarding

Early Years (Children's Centres)

Children's Residential Homes

Specialist Services

Targeted Adolescent Service

Northumberland Safeguarding Children's Board

Services provided in an emergency:-

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)

NORTHUMBRIA POLICE

Overall Role of the Police at a Major Incident

The overall role of the Police Service at any incident in the UK is to co-ordinate the multi-agency response. Local response is in accordance with the Northumbria Police Major Incident Plan.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford, if required
- Initial assessment of emergency; and consideration of Major Incident declaration
- Control, coordination of activity and security of incident site; implementation of inner and outer cordons, traffic diversions, establishment of access routes, traffic diversions, establishment of access routes, rendezvous points, and incident command points
- Mobilisation of appropriate police response, alerting of other emergency services, NCC and other support organisations
- Provision of emergency communications to the Incident Officer of each of the other agencies involved if required and authorised
- The decision to evacuate can be recommended by the police in consultation with other emergency services, or on information from, the fire service and any other specialists.
- Arrangements for control and coordination of media, including media statements, conferences and liaison with Press Officers of other organisations
- Identification of the deceased on behalf of HM Coroner
- Establishment of casualty bureau; overall responsibility for documentation at temporary casualty reception and rest centres
- Investigation of the incident, in conjunction with other investigation bodies where applicable

Under the Civil Contingencies Act 2004, Category 1 Responders are required to make arrangements to warn, inform and advise the public in the event of an emergency. Timely and accurate information released to the public can have a wide variety of benefits in the event of an emergency – e.g. saving life, reducing loss and damage to property, providing clear and concise guidance and reducing the impact of public enquiries upon critical service providers.

To assist with this Northumbria Police have established, and will manage, a telephone facility to be used by members of the Northumbria Local Resilience Forum to provide advice and information to the public.

NEIL is a telephone facility provided by BT which allows messages from partner organisations to be put onto a 'voicebank' system, which can be accessed by members of the public. Northumbria Police will be responsible for putting all messages onto NEIL in accordance with the text provided by partner organisations.

The telephone number of NEIL is held in file G3 in the CCT Office. Access to this telephone number is restricted to CCT staff.

The Northumberland Civil Contingencies Duty Officer will:-

- Seek the authority to link into NEIL from the Chief Executive.
- Contact (in office hours) the Communications Team who will compile a message to put onto NEIL
- Contact Northumbria Police and ask for the duty supervisor, Northern Communications Centre
- Request activation of NEIL and give the code word (see File G3)
- Give the name and contact details of the person responsible for updating the message
- E-mail the text message to (see File G3)
- Agree a time for the next update to be provided
- At the conclusion of the emergency, it is the responsibility of the partner organisation to ensure that NEIL is updated to reflect this

BRITISH TRANSPORT POLICE

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- British Transport Police are responsible for all policing matters for the property of the British Railways Board and Railtrack. Powers and responsibilities are similar to those exercised by other police forces in the United Kingdom

NORTH EAST AMBULANCE SERVICE NHS TRUST

At any incident where medical and ambulance resources are required the North East Ambulance Service will be responsible for initiating the major incident plan and activating the Acute Hospitals appropriate to receive casualties.

The incident will be assessed following the arrival of the first ambulance attendance on the scene. Additional resources and arrangements will then be made available and major incident plans activated accordingly.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Emergency medical aid to the incident site.
- Carry out Primary Triage and treatment of casualties and arrange transportation to designated hospitals.
- Select and alert most appropriate receiving hospitals
- Arrange for liaison officers at designated hospitals

- Request Medical Incident Commander
- Call out immediate care schemes and local GPs if available and appropriate
- Establish Ambulance Control Point
- Establish Ambulance Casualty Clearing and Secondary triage
- Establish Ambulance Loading Point

PUBLIC HEALTH ENGLAND

Public Health England (PHE) is responsible for providing public health Emergency Preparedness Resilience & Response (EPRR) leadership and scientific and technical advice at all levels, coordinating its activities closely with the NHS and Directors of Public Health. It delivers specialist public health services to national and local government, the NHS and the public, working in partnership to protect the public against infectious diseases and minimise the health impact from hazards. PHE is also responsible for assuring itself that its systems are fit for purpose to respond to incidents and emergencies.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford(or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required
- Provide national leadership and coordination of the public health elements of the emergency preparedness, resilience and response system.
- Deliver the EPRR function (previously delivered by HPA) locally and nationally
- Provide expert advice on communicable disease incidents
- Provide expert advice on chemical incident
- Provide expert advice on radiation incidents
- Ensure provision of high quality and timely data to the Secretary of State and NHS, local authorities and across Government, in both preparedness and response modes
- Produce a consistent EPRR assurance framework for PHE and for health protection interventions commissioned by PHE
- Provide a range of specialist public health services e.g. laboratory, analytical and expert advisory, system assessment and training services
- Communicate with Devolved Administrations to coordinate investigation and management of cross-border incidents
- Provide information internationally e.g. to World Health Organisation and act as the National Focal Point under International Health Regulations
- Provide guidance to professionals in health and local government and other sectors
- Communicate with the public providing information and advice relevant to PHE's responsibilities

NHS ENGLAND

NHS England is responsible for ensuring there is a comprehensive NHS EPRR system that operates at all levels, for assuring itself that the system is fit for purpose and for leading the mobilisation of the NHS in the event of an emergency or incident.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Provides assurance that the system is fit for purpose
- Leads the mobilisation of NHS resources
- Ensure it has capability for National Health Service command, control, communication and coordination and leadership of all providers of NHS funded care
- Work closely and in collaboration with PHE, and where appropriate develop joint health response plans at national, sub-national and local levels; and
- Ensure provision of high quality and timely data to the Secretary of State and PHE in both preparedness and response modes

MARITIME AND COASTGUARD AGENCY

The Maritime and Coastguard Agency (MCA) has a lead role in dealing with incidents at sea and responding to maritime emergencies.

- Minimising loss of life amongst seafarers and coastal users
- The initiation and co-ordination of all maritime search and rescue within the UK SAR region which includes the mobilisation, organisation and tasking of adequate resources to respond to persons either in distress at sea, or to persons at risk of injury or death on the cliffs or shoreline of the UK
- Enforcing standards of maritime safety and pollution prevention for ships
- When pollution occurs, minimising the impact on UK interests
- Offer support, where able, in land based search and rescue incidents

HM Coastguard is the uniformed emergency response side of the Maritime and Coastguard Agency. For all maritime search and rescue incidents and those arising from Aviation Accidents over the sea, the Coastguard acts as the prime communications link as required for other emergency services and shore based authorities and agencies.

To aid any search and rescue operation HM Coastguard may also request the establishment of a Temporary Danger Area and if necessary Temporary Restriction of Flying Regulations at the scene of an incident.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Initiation of civil maritime search and rescue within the United Kingdom search and rescue region. This includes the mobilisation, organisation and tasking of adequate resources to

respond to persons either in distress at sea, or to persons at risk of injury or death on the cliffs or shoreline of the United Kingdom

- Counter pollution operations

ENVIRONMENT AGENCY

Services provided in an emergency:

The Environment Agency works within the principles of Integrated Emergency Management. At incidents involving actual or potential environmental damage, each role is to provide coordination and management of the environmental response to the incident. In particular, they will take action, where appropriate, to:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford
Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required if required
- Assess the risk of the incident to the people, environment and property
- Prevent or minimise the impact of the incident on human health, the environment and property particularly where the risk is serious or immediate
- Investigate and gather information and evidence for possible enforcement and legal action in accordance with its role as regulator
- Ensure the owner/operator/polluter takes responsibility for the appropriate remedial actions
- Where the source is not identified or the required action is not instigated by the owner/operator/polluter, consider what action to take in respect of remedial actions
- Ensure remedial action is undertaken in an approved, professional and competent manner and not, in general, to do the work ourselves
- Notify, warn or advise relevant stakeholders
- Work effectively with external partners e.g. the emergency services
- Recover the costs of the incident response and investigation at every opportunity.

Flood Advisory Service

The Environment Agency, Met Office and Flood Forecasting Centre provide a Flood Advisory Service to professional partners. The Flood Advisory Service strengthens the service received from these professional partners and provides earlier, more coordinated information on a potential flood event.

The Flood Advisory Service will establish and Chair a teleconference facility for professional partners prior to a potential major flood event. It is envisaged that the partners from all three NE LRF areas will be invited to take part if required.

The BT Meet Me phone number and pin will be circulated by the Environment Agency prior to the teleconference taking place.

SECTION THREE - CATEGORY TWO RESPONDERS

This section of the plan is a description of the services Category Two organisations can provide in an emergency

NORTHERN POWERGRID

Distribute electricity to 3.8 million domestic and business customers, Northern Powergrid network extends from North Northumberland south to the Humber and Northern Lincolnshire and from the East Coast to the Pennines.

Northern Powergrid operates a 24/7, 365 days a year response to problems that arise on their electricity distribution network.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)

HEALTH AND SAFETY EXECUTIVE

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Specialist technical and scientific advice
- Advice on safety procedures
- Response to industrial major incidents
- Initiate enquiries and recommendations following an industrial major accident
- Expertise in the fields of chemical toxicity, fire and explosion risks, civil and electrical engineering
- Advise through its medical service on the effects and treatment of chemical poisons

NATIONAL GRID PLC

National Grid plc is responsible for the transmission of natural gas from its source throughout the country by a national grid network of high pressure pipelines. Following an incident on a Major Accident Hazard Pipeline the Hinckley Control Centre can be contacted direct.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)

NORTHERN GAS NETWORK

Northern Gas Networks are responsible for distributing gas to homes and businesses across the north of England, an area covering West, East & North Yorkshire, the North East and northern Cumbria. The network area extends south from the Scottish border to South Yorkshire and has coastlines on both the east and west sides of the region. It contains a mixture of large cities such as Newcastle, Sunderland, Leeds, Hull and Bradford and a significant rural area including Northumberland, North Yorkshire and Cumbria. The area covers around 6.7 million inhabitants and has approximately 2.5 million customers. The network has an extensive distribution system comprising 36,000 kilometres of distribution gas mains; it is supplied from 23 off-takes from the National Transmission System.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)

BRITISH TELECOM PLC

BT National Emergency Linkline

The 24hr National Emergency linkline number should be used:-

- By any Emergency Authority, during a major civil emergency, to contact BT to request urgent support
- By any Emergency Authority to warn of a major incident directly affecting one of BT's buildings
- By any Emergency Authority wishing to urgently contact BT management
- Requests for BT to attend Police GOLD, SILVER or BRONZE or RCCC or emergency meeting
- Requests for 'Fast Time' provision of telecommunications services during major incidents in support of emergency services and other responders

Information required by BT when invoking Link line:

- Origin of report, name and telephone number of the caller
- Date and time of report
- Type of emergency
- Location of the incident
- Estimated number of casualties if known
- Name, location and telephone number of Local Authority liaison officer at the incident ground
- Details of any no-go areas at the incident location

BT Link line - resources and facilities available:

- Emergency communications management advice

- Technical expertise
- Provision of additional public telephone network exchange lines to any site, either by landline or microwave link
- Provision of telephone switchboards for call handling
- Provision of mini telephone switches
- Mobile telephone kiosk units
- Mobile communications office with telephone lines, cellular telephones, fax, telex, electronic mail, stand-alone computer, desks, seating and cooking facilities for approx. 10 - 15 operators
- Mobile digital telephone exchange units, in case of telephone exchange failure or back up
- Mobile cellnet transmitter to ease traffic burdens on the cellular network
- Cellular telephones, both Cellular Access Overload Registered (approx. 10) and (approx. 300 - 500) non registered, with batteries and chargers
- Radio pagers, batteries and chargers

NORTHUMBRIAN WATER LTD

Supply clean water and effectively remove and treat waste water to meet the needs of current and future generations.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford(or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required
- Render safe any damaged or threatened water supply pipes
- Advise the Emergency Services of any potential hazard
- Cut off supply should the situation demand
- Ensure supply of water for fire fighting
- Reinstate supplies where necessary
- Provide scientific advice

HIGHWAYS ENGLAND

Highways England is an executive agency of the Department for Transport. On behalf of the Secretary of State for Transport they are responsible for managing, maintaining and improving England's trunk roads and motorways.

Their purpose is to provide safe and reliable long distance journeys on strategic national routes by managing the traffic using our roads as well as administering the network as a public asset.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford(or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required

NETWORK RAIL

Network Rail owns and maintains the national railway infrastructure and leads the rail industry response to any major incident on its railway network.

In the event of an incident on the railway network, any responding organisations should immediately inform the respective Network Rail Route Control that they are responding and agree the appropriate safety measures (i.e. Stop or caution trains and, if needs be, overhead power lines to be turned off etc). This is vital if response personnel need to respond “on track” safely.

Network Rail will appoint a Rail Incident Officer (RIO) who is the Rail Industry “Silver” commander and if needs be, mobilise the Rail Incident Control vehicles etc. Network Rail may also, if required, appoint the Rail Incident Commander who is the Rail “Gold” level representative.

Train Operating Companies have the lead railways role for passenger care at an incident and will work closely with the Local Authority in this respect. The lead train operating company representative is the Train Operations Liaison Officer (TOLO) who will be looking at issues around the affected passengers, train crew and rolling stock.

To assist in the support of their passengers, the train operating companies have in place Rail Incident Care Teams which can be mobilised to supported the response and provide practical help and additional resources to their affected customers. RICT personnel can also be requested to help enhance any local response if there is a rail element such as helping with transportation of Next of Kin of the injured etc).

Overall the rail industry has a clearly defined system of Command and Control within the industry which is designed to dovetail into the appropriate levels of response from the local response organisations as well as having access to a considerable amount of resources such as railway rolling stock, lighting, rail trolleys, cutting equipment, jacking and lifting equipment and road rail vehicles etc.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)

NEWCASTLE INTERNATIONAL AIRPORT

Air travel to Northumberland is provided through Newcastle International Airport, just to the south of the County, near Ponteland.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)

SECTION FOUR - OTHER ORGANISATIONS

VOLUNTARY AGENCIES

BRITISH RED CROSS

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Provision of first aiders
- Provision of emotional and practical support
- Support to Ambulance Service
- Transport and Escort Service
- Support of HAC, Rest Centres and Evacuation Centres
- Disaster Appeal Scheme

SALVATION ARMY

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Activators of Clergy Major Incident Plan
- Supportive role in provision of spiritual assistance at scene of incident
- Catering support, via mobile emergency unit
- Minor first aid
- Hospitals/home visits
- Overnight/short stay in Salvation Army accommodation

SAMARITANS

Samaritans of Northumbria

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Support at Reception/Rest Centres for those affected by the disaster
- Support by volunteers of those who have undergone deep emotional stress
- On-going listening/support service (available 24 hours a day, all year around) as required

ST JOHN AMBULANCE

St John Ambulance is a national organisation controlled and directed by the Order of St John.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Provision of first aiders
- Ambulances and additional medical supplies
- Assistance at reception centres
- Provision of medical teams as required
- Welfare services at reception centres
- Assistance with relatives and friends

ROTARY RE-ACTION

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Documentation, stewarding and general duties within the centre
- Acting as transport for friends and relatives as well as support staff during its duration
- Meeting friends and relatives at stations/airports etc and transporting them to the scene
- General befriending & mentoring of the friends and relatives any other duties that arise of an untrained nature

Rotary is International and therefore may be able to arrange international assistance and contact if most of the friends and relatives are arriving from one geographical area. Some translation services may also be available from within the membership.

This Rotary district covers all four North East counties As such they are available to assist in any way that requires large manpower and transport of a general nature for any level of incident or situation. This may be of particular benefit in the immediate area even though it may be remote in distance or time from the main conurbations.

TRANSPORT IN NORTH NORTHUMBERLAND

Transport in North Northumberland (T.I.N.N.) is a voluntary organisation which supplies transport throughout Northumberland and have vehicles based at most Fire Stations. They have their own full time and voluntary drivers and their mini buses are equipped with lifts and are ideal for wheelchairs and the elderly.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)

NORTHUMBERLAND NATIONAL PARK MOUNTAIN RESCUE TEAM

Northumberland National Park Mountain Rescue Team is a volunteer organisation. It's volunteers share a common interest in providing an important lifesaving service 24 hours a day, 365 days of the year

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Hexham and Alnwick if required)
- Search and rescue in remote and urban places throughout the Northumbria Police Force area

MINISTRY OF HOUSING COMMUNITIES AND LOCAL GOVERNMENT

The role of Department for Communities and Local Government (MHCLG), Resilience & Emergencies Division (North) is to provide an interface between local responders on the one hand, and central government departments and their Ministers on the other.

In a major local incident or other locally based emergency

The DCLG Resilience & Emergencies Division (North) might be involved in the response to any emergency in the region that triggers Ministerial interest. The DCLG Resilience & Emergencies Division (North) may also be involved in the response as a result of a request to attend a Strategic Coordinating Group (SCG) from the Police Gold Commander to help to support the wider response to a local emergency.

Services provided in an emergency:

- Attending a SCG or Gold Command, supporting the Government Liaison Officer as required
- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Alnwick and Hexham if required)
- Monitoring the wider impacts of an emergency
- Facilitating communications between local and central partners where required
- Advising on consequence management issues, or other issues relating to specialist policy areas for which DCLG Resilience & Emergencies Division (North) has experience

In a Significant, Catastrophic or other emergency on a regional/national scale

Initially, the DCLG Resilience & Emergencies Division (North) will respond to an emergency on these scales in much the same way as it would a major local incident or other locally based emergency. The constituent teams within the DCLG Resilience & Emergencies Division (North) will be on hand to provide specific assistance and resources to support the response, according to their own area of expertise.

MILITARY

Routine requests for military assistance are to be made to the Joint Regional Liaison Officer.

The provision of Military Aid to the Civil Authorities (MACA) is guided by 3 principles:
Military aid should always be the last resort. The use of mutual aid, other agencies and the private sector must be insufficient or unsuitable

The Civil Authority lacks the required level of capability and it is unreasonable to expect it to develop one

The Civil Authority has a capability, but the need to act is urgent and there is an immediate lack of Civil Authority resources

MACA consists of 3 types of military aid:

Military Aid to the Civil Power (MACP). MACP involves assistance by the Armed Forces to the Civil Power (usually the police) in the maintenance of law, order and public safety using specialist capability or equipment (eg Explosive Ordnance Disposal). Ministerial authority is required for MACP.

Military Aid to the Other Government Departments (MAGD). MAGD is the assistance provided by the Armed Forces on urgent work of national importance or in the maintenance of essential supplies and services essential to the life, health and safety of the community (e.g. temporary fire cover during a dispute). Ministerial authority is required for MAGD.

Military Aid to the Civil Community (MACC). MACC is the provision of unarmed military assistance to the civil authorities when they have an urgent need for help or deal with the aftermath of a natural disaster or a major incident; or to sponsors either by carrying out special projects of significant value to the community, or by attaching volunteers full-time for specific projects. MACC arrangements can often be made at a local level and consist of 3 categories of aid:

Category A: Assistance in an emergency such as natural disaster where there is immediate danger to life

Category B: Routine assistance for projects and events

Category C: Individual assistance by volunteers in the social services field

The Ministry of Defence Search and Rescue force is comprised of dedicated Royal Navy and Royal Air Force (RAF) rescue helicopters, RAF maritime patrol aircraft, RAF mountain rescue teams and Rescue Coordination Centres. These assets are available to give assistance at civil aircraft incidents and, at the discretion of the Rescue Coordination Centre, to assist at emergency situations involving civilians on land or at sea. In many circumstances where life is deemed to be at risk, charges will not normally be raised for the Search and Rescue services provided by Ministry of Defence.

DEPARTMENT FOR ENVIRONMENT, FOOD AND RURAL AFFAIRS

Animal and Plant Health Agency (APHA)

Animal and Plant Health is an executive agency of the Department for Environment Food and Rural Affairs (DEFRA). The agency's main tasks are to safeguard animal and plant health for the benefit of people, the environment and the economy. The APHA conducts work across Great Britain on behalf of DEFRA and the Scottish and Welsh Governments.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Alnwick and Hexham if required)

FOOD STANDARDS AGENCY

Incidents Branch deals with environmental contamination incidents with the potential to affect the food chain including fires, toxic discharges, waterways contamination and accidents at industrial sites, which may lead to chemical or radiological contamination. The branch also deals with all food contamination incidents where the food is in the distribution chain or available for sale. This could include all types of food contamination including physical, chemical, microbiological, malicious tampering or a serious Food Poisoning Outbreak.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Alnwick and Hexham if required)

MET OFFICE

Met Office – Hazard Manager

The Met Office in conjunction with the Flood Forecasting Centre (in England and Wales) operates a web service, designed specifically for Category One and Two Responders.

It provides a one stop source covering weather and flooding services for the Emergency Response community.

The service provides up to date observations and forecast information.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Alnwick and Hexham if required)
- National severe weather warning service
- Specialist advisory service to emergency services e.g. CHEMET Scheme for toxic gas releases

CLERGY

Services provided in an emergency:

- Spiritual and Pastoral Care (visiting rest centres, mortuary with bereaved, arranging funerals and memorial services, counselling etc.)
- Production of Clergy Major Incident Plan

NATURAL ENGLAND

- Natural England is there to enhance the natural environment, for its intrinsic value, the wellbeing and enjoyment of people and the economic prosperity that it brings

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Alnwick and Hexham if required)

ROYAL SOCIETY FOR THE PREVENTION OF CRUELTY to ANIMALS

The Royal Society for the Prevention of Cruelty to Animals (RSPCA) influence covers the whole range of animal protection. The Society is involved in practical welfare, law enforcement as well as high-profile campaigning and education. It employs veterinary experts and consultants in the care and treatment of farm livestock, wildlife, domestic pets and animals used in research.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Alnwick and Hexham if required)

ROAD LINK (A69)

Road Link (A69) Ltd is a private company responsible for the operation of the A69 road from Newcastle-Upon-Tyne to Carlisle. Daily maintenance of the road is sub-contracted to the appropriate local authorities along its length.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Alnwick and Hexham if required)

A-ONE

A-one manages the Motorways and Trunk Roads on behalf of the Highways England for MAC Area 14 comprising :-

- A1/A1(M) from J49 Dishforth to the border with Scotland
- A66(M)/A66 from J57 of the A1(M) to Teesside Retail Park and from A66 Scotch corner to the Durham/Cumbria border
- A696 from the A1 to Prestwick Roundabout at Newcastle Airport
- A19 from the junction with A1 at Seaton Burn to the Tyne Tunnel

A-one have strategic depots at Alnwick, Swalwell, Carrville, Bradbury & Kneeton with an emergency depot at Berwick.

The company operates 24hrs/day 365 days of the year and can be contacted at the Integrated Network Control Centre.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Alnwick and Hexham if required)

NORTHUMBERLAND NATIONAL PARK AUTHORITY

Northumberland National Park Authority assists the emergency services with advice and/or provision of maps and local information in relation to search operations etc.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Alnwick and Hexham if required)

HM CORONER

Services provided in an emergency:

- On receipt of notification from the Police, arrange for call-out of Supervising Pathologist.
- In the event of an military aircraft accident contact the RAF Pathologist
- Attend the scene of the incident (if able) and in conjunction with the Police Incident Officer
- Supervising Pathologist will make the decision if the incident warrants the setting up of a temporary mortuary

If a decision is made to open a temporary mortuary:-

- Liaise with the hospitals handling casualties to ensure that any who subsequently die are taken to the temporary mortuary
- Liaise with funeral directors for the transport of bodies from the incident site to the temporary mortuary

- Liaise with Pathologist to arrange the call-out of Odontologists, Radiologists and other mortuary staff as necessary
- Arrange for doctors to be available to pronounce death
- In due course, establish the identity of the deceased and the cause, location and time of death
- Issue the appropriate legal documentation required in the disposal of the dead

SABIC UK

SABIC UK operates the Ethylene Pipeline running through Northumberland from Wilton on Teesside to the Grangemouth area of Scotland.

The Wilton to Grangemouth Ethylene pipeline is one of a network of four similar pipelines traversing the Pennines and Northern England, distributing ethylene between source manufacturers and customers.

Services provided in an emergency:

- Provide relevant Officer(s) to attend the Incident Support Room at Fire HQ West Hartford (or the Standby Incident Support Room(s) at Pegswood, Alnwick and Hexham if required)

EMERGENCY PLANNING UNITS

In the event for the need for mutual aid contact can be made with other Local Authorities

- Sunderland City Council Emergency Planning & Response
- Newcastle City Council Emergency Planning Unit
- Gateshead City Council Emergency Planning Unit
- North Tyneside Council Emergency Planning Unit
- South Tyneside Council Emergency Planning Unit
- Durham and Darlington Civil Contingencies Unit
- Cleveland Emergency Planning Unit
- Cumbria Resilience Unit
- North Yorkshire County Council Emergency Planning Unit
- Scottish Borders Council Emergency Planning Unit

CONTROL OF MAJOR ACCIDENT HAZARDS (COMAH)

The Control of Major Accident Hazard Regulations 2015 (COMAH) require internal and external emergency arrangements to be made for certain potential hazardous activities which use dangerous substances.

The Regulations are enforced by a joint Competent Authority (CA) comprising of the Health and Safety Executive (HSE) and Environment Agency (EA) in England and Wales.

In the event of a Major Incident occurring at the Campact Egger Site, the Site Main Controller (SMC) will ensure that the emergency services are alerted by Gatehouse Security

The METHANE mnemonic alerting statement should be used:-

M Major Accident/Incident Declared
E Exact Location
T Type of Incident
H Hazards Present or Suspected
A Access – routes that are safe to use
N Number, type, severity of casualties
E Emergency Services present and those requested

Notification of Alert

Campact Ltd shall immediately notify (by dialling 999 and telling the operator that he/she needs to speak to all 3 emergency services):

- NFRS Control
- Northumbria Police Force Communications Centre; and
- North East Ambulance Service NHS Trust Control

The Campact operative will repeat the METHANE alerting statement to each emergency service.

Campact Ltd will also inform:

- Network Rail North East Production Control, York;
- Newcastle International Airport
- Health and Safety Executive

KENYON INTERNATIONAL SERVICES LTD

NCC holds a contract with Kenyon International Services Ltd for provision of emergency mortuary services. See contact details in Confidential Telephone Directory

ROYAL NATIONAL LIFEBOAT INSTITUTION

The Royal National Lifeboat Institution (R.N.L.I) will respond to requests for assistance with the Search and Rescue (SAR) aspects of inland flooding

- Where there is potential risk to life.
- When an appropriate authority makes a request to the R.N.L.I. Headquarters Incident Support Room which is manned continuously.

Providing such assets can be made available without degrading their primary function which is to provide a lifeboat service around the coasts of the UK and Republic of Ireland.

Assuming the above criteria can be met, the R.N.L.I. will assemble teams/boats at an agreed RV close to the scene of operations. A Divisional Inspector of Lifeboats (DI) or his Deputy will be the R.N.L.I.'s On Scene Coordinator and R.N.L.I. assets will only deploy on his instruction.

PORT of BLYTH

The Port of Blyth is a modern Trust Port located on the east coast of the UK, handling up to 1.5 million tonnes of cargo each year. High quality warehousing is also provided for shipping and non-shipping related use.

Services provided in an emergency:

- They are responsible for duties under the International Health Regulations and the Public Health (ships) Regulations regarding infectious disease control in relation to ships entering the River Blyth
- Other duties include all food safety and environmental protection matters within the port area

APPENDIX 1A

Silver Command, First Meeting Agenda

1. Appointment of Chair
2. Agree and Confirm level of Command – Silver (Tactical)
3. Position Statement on Incident – All services
4. Immediate decisions required – Action points for services
5. Agree attendees – any services not present who will be / are required

Break Out to enable action points to be completed

Re-convene at (set time before break out)

6. Agree Tactical Aims and Objectives
7. Review any outstanding actions
 - a. Issues for Gold Command
 - b. Issues for Bronze Command(s)
8. Communications – establish Communications Strategy
 - a. For Command and Control – logging / records / distribution / protective marking
 - b. Communications with Gold Command
 - c. Communications with Bronze Command(s)
 - d. Interoperability
 - e. Media
9. Health and Safety / Business Continuity
 - a. Operational – CBRNE / other hazards
 - b. Tactical
10. Community Resilience
 - a. Humanitarian Assistance
 - b. Community Tensions
 - c. Recovery
 - d. Restoration
11. Mutual Aid
12. Review of Tactical Decisions – Intelligence update
 - a. Actions Points
 - b. Information requirements
13. Date & Time of next meeting

APPENDIX 1B

Silver Command, Meeting Agenda

1. Appointment of Chair
2. Position Statement on Incident – All services
3. Immediate decisions required – Action points for services
4. Agree attendees – any services not present who will be / are required

Break Out to enable action points to be completed

Re-convene at (set time before break out)

5. Review and Affirm Tactical Aims and Objectives
6. Review any outstanding actions
 - Issues for Gold Command
 - Issues for Bronze Command(s)
7. Communications – Communications Strategy
 - Command and Control – logging / records / distribution
 - Communications with Gold Command
 - Communications with Bronze Command(s)
 - Interoperability
 - Media
8. Health and Safety / Business Continuity
 - Operational – CBRNE / other hazards
 - Tactical
9. Community Resilience
 - Humanitarian Assistance
 - Community Tensions
 - Recovery
 - Restoration
10. Mutual Aid
11. Review of Tactical Decisions – Intelligence update
 - Actions Points
 - Information requirements
12. Date / Time of next meeting

APPENDIX 2A

Gold Command, First Meeting Agenda

1. Appointment of Chair
2. Agree and Confirm level of Command – Gold (Strategic)
3. Position Statement on Incident – All services
4. Immediate decisions required – Action points for services
5. Agree attendees – any services not present who will be / are required

Break Out to enable action points to be completed

Re-convene at (set time before break out)

6. Agree Strategic Aims and Objectives
7. Review any outstanding actions
8. Communications – establish Communications Strategy
 - For Command and Control – logging / records / distribution / protective marking
 - Interoperability
 - Press / Public
9. Health and Safety / Business Continuity
 - Operational – CBRNE / other hazards
 - Tactical
 - Strategic
10. Community Resilience
 - Humanitarian Assistance
 - Recovery
 - Restoration
11. Mutual Aid
12. Review of Strategic Decisions
13. Date / Time of next meeting

APPENDIX 2B

Gold Command, Meeting Agenda

1. Appointment of Chair
2. Position Statement on Incident – All services
3. Immediate decisions required – Action points for services
4. Agree attendees – any services not present who will be / are required
5. Review Strategic Aims and Objectives
6. Review any outstanding actions
7. Financial Issues arising
 - I. Costs – control and recording
 - II. Bellwin and other sources of aid
8. Communications – Communications Strategy
 - I. Command and Control – logging / records / distribution / protective marking
 - II. Interoperability
 - III. Communications Cell - Press / Public
9. Health and Safety / Business Continuity
 - I. Operational – CBRNE / other hazards
 - II. Tactical
 - III. Strategic
10. Community Resilience
 - I. Humanitarian Assistance (including Business Continuity)
 - II. Recovery
 - III. Restoration
 - IV. Community Fundraising and Activities
11. Mutual Aid

12. Review of Strategic Decisions

13. Stand down of Multi Agency Response to Incident
 - I. timing and procedure
 - II. Responsible Authority
14. Date / Time of next meeting

APPENDIX 3

DIRECTIONS TO FIRE & RESCUE SERVICE HQ, WEST HARTFORD

Northumberland Fire & Rescue Service Headquarters
West Hartford Business Park
West Hartford
Northumberland
NE23 3JP

01670 621 111

Directions by car to HQ (from A1 heading South)

- Head South on A1
- Take the exit towards Ponteland / Dinnington / Blagdon (Approx 4 miles South of Morpeth)
- Merge onto Shotton Lane
- Turn left toward Fisher Lane / A1068
- Turn left at Fisher Lane / A 1068 – 1st exit on roundabout
- Continue on A1068
- At roundabout take 3rd exit onto A192
- Continue on A192 at roundabout take 1st exit. HQ is on the left.

Directions by car to HQ (from A1 heading North)

- Head North on A1
- Take the exit marked A19 toward Cramlington / Blyth / Ashington / A189
- At the roundabout take the 2nd exit onto Fisher lane / A1068 heading to Cramlington
- Turn left at Fisher Lane / A 1068 – 1st exit on roundabout
- Continue on A1068
- At roundabout take 3rd exit onto A192
- Continue on A192 at roundabout take 1st exit. HQ is on the left.

Directions by car to HQ (from A1 heading North)

- Head Northwest on A19
- At Moor Farm Roundabout take 5th exit onto A189 heading to Ashington / Blyth.
- Continue on A189 for approx 2½ miles.
- Take the A192 exit towards Morpeth / Bedlington
- At the roundabout take the 1st exit onto the A192
- Continue on A192 for 1½ mile.
- At roundabout take 3rd exit. HQ is on the left

Directions by train to HQ (from York Station)

- From York take train to Newcastle
- Disembark at Newcastle
- Take the train from Newcastle to Cramlington
- Arrive at Cramlington